

Great Company

Position: Receptionist/Secretary

Summary: Answers multi-line telephone, greets visitors to the building and performs miscellaneous clerical duties.

Essential Duties and Responsibilities:

- Greet and assist the public on a daily basis.
- Displays friendly and professional manners and personality.
- Answers telephone for 7-person office and act as backup for tenant business phones when necessary.
- Monitor visitor accesses to building, including sign-in and issuing passes when required.
- Receives, sorts, and routes mail and other communications.
- Maintains office equipment, including fax machine, copiers, phone system, and schedules repairs as necessary.
- Types general correspondence.
- Prepares labels or envelopes for mailing of monthly newsletter, meeting notices, agendas and minutes, requests for information, and miscellaneous correspondence.
- Performs all general clerical duties including copying, collating, letter folding, stuffing envelopes.
- Orders and maintains office supplies as needed.
- Maintains the reception area in a neat and orderly manner.
- Assists with meeting preparation, including making coffee, preparing meeting rooms and other items as requested.

Competencies:

- Demonstrates professional appearance and hygiene in accordance with established workplace culture.
- Excellent oral and written communication skills.
- Responsive to customer needs, including being tactful, respectful and considerate of others regardless of their status.
- Manages difficult customer situations in a professional manner.
- Exhibits sound and accurate judgment
- Demonstrates flexibility and the ability to quickly adapt to change in the work environment.
- Demonstrates accuracy and thoroughness and monitors work to ensure quality.
- Responds to management direction, follows instructions and completes work in a timely manner.
- Takes personal responsibility for own actions, keeping commitments and asking for and offering help when needed.
- Observes safety and security procedures and reports any potentially unsafe conditions.

- Is consistently at work and on time and ensures work responsibilities are covered when absent.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge and skills required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education: High school diploma or equivalent required. Some college or technical school preferred.

Computer Skills: Experience in Windows 2000/XP environment using Microsoft Office applications; typing speed a minimum 65 wpm.

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit; reach with hands and arms and talk or hear. The employee is frequently required to use hands to finger, handle, or feel; frequently lift and/or move up to 10 pounds, and occasionally lift and/or move up to 25 pounds. The employee is regularly required to stand and walk. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this job.

Work Environment:

The work environment is a professional office setting and the noise level is usually quiet.

I have reviewed this job description and am aware that I may request a copy at any time.

I understand that Great Company reserves the right to revise or change this job description as the need arises.

Employee's Signature

Date

Employee's Name (please print)